



NEW ORLEANS SMOKE-FREE ORDINANCE



Smoke-Free Ordinance Hotel Guidance

Last Updated June 1, 2015

For more comprehensive guidance, please refer to the Business Toolkit.



Requirements & Enforcement

Where is Smoking and Vaping Prohibited in Hotels/Motels?

Smoking and vaping are prohibited in all indoor areas of hotels and motels, including lobbies, common areas, conference and meeting rooms, private offices, hallways, elevators, stairs, restrooms, pool areas, and **100% of guest rooms**.

In addition, smoking and vaping are prohibited in outdoor areas that are considered to be “enclosed.” An area is considered enclosed if it is bounded by two or more walls (or other barriers) and a ceiling. There is no restriction on other outdoor areas.

As an Owner/Manager, How Do I Comply with the Ordinance?

- ❖ Post no smoking or vaping signs in the following locations:
 - In plain view of all entrances to your hotel/motel, and
 - At the entrance to all public restrooms.
 - It may also be helpful to have prominent signage in common areas and guest rooms.
- ❖ Remove ashtrays from all areas where smoking or vaping are prohibited.
- ❖ Ask guests smoking or vaping on the premises in prohibited areas to stop. If a guest does not stop, ask the guest to leave the premises.

Tips for enforcement

- ❖ Remind guests at booking and arrival that smoking and vaping are prohibited inside the hotel.
- ❖ Reference the smoke-free ordinance in any pre-arrival email notifications sent to guests.
- ❖ Have guests sign a form at check-in acknowledging that charges may be applied to their credit card for damages from smoking or vaping in the room.
Example: “I hereby acknowledge that smoking and vaping are not allowed in my hotel room or in any other area inside the hotel. If I smoke or vape or if any of my guests smoke or vape in violation of this policy, I hereby expressly authorize the management to charge my credit card the amount of \$xx.00 to reimburse the hotel for the additional cost of cleaning my room.”
- ❖ Instruct guests to contact the front desk if they smell smoke, see cigarette refuse, or notice other evidence of smoking or vaping in their room.
- ❖ Train all associates in how to respond to potential violations of the ordinance. For example, train housekeepers to look for and document evidence of smoking or vaping in your hotel. If disputed, a credit card company may request photographs as evidence.
- ❖ Charge a room cleaning fee for guests who do not comply to cover the cost of restoring guest rooms to a smoke-free condition.
- ❖ Substantiate cleaning costs if challenged by a credit card company or guest, which may include:
 - Photographs;
 - An invoice from a third-party cleaning service; or
 - Time records and/or an affidavit from management documenting employee time spent cleaning and other expenses.



Implementation Checklist

- Plan how the smoke-free ordinance will be implemented in your hotel.** Understand what the ordinance requires and ensure those provisions are implemented. Develop a policy for handling noncompliant guests.
- Educate your employees about the smoke-free ordinance.** Inform your staff about the smoke-free ordinance and get their feedback on implementation. Explain their role in enforcing the ordinance. If you have employees who smoke or vape, explain where and when they may smoke or vape during work hours. If you have employees who are open to quitting, let them know that there are resources available to help them quit at nola.gov/smokefree.
- Train your employees to implement the ordinance.** Train staff on the new requirements and the protocol for handling customers who are not following the ordinance. Help them prepare what to say to customers who smoke or vape. Ensure that they remind guests not to smoke or vape at check-in and request that guests contact management if they smell smoke or see other evidence of smoking or vaping in their room.
- Post the required “no smoking or vaping” signs and remove ashtrays.** Post required signs at all entrances to your hotel and outside of all public restrooms. It may also be helpful to have prominent signage in common areas and guest rooms. Remove all ashtrays and other smoking receptacles from prohibited areas.
- Direct individuals smoking or vaping in a prohibited area to follow the ordinance.** Ask guests smoking or vaping on the premises in prohibited areas to stop. If a guest does not stop, ask the guest to leave the premises.
- Take steps to convert smoking rooms into nonsmoking rooms.** See page 3 for guidance on converting rooms.
- If desired, create designated outdoor smoking areas.** Ensure that these areas are well marked and have appropriate outdoor smoking receptacles that are heavy (to prevent tipping over) and will not clog or become a fire hazard.
- Contact guests with upcoming reservations who booked smoking rooms before the ordinance went into effect.** Explain to these guests that all hotel and motel rooms in New Orleans are now smoke-free.



Converting Smoking Rooms

Chemicals in secondhand smoke get absorbed into fabrics and leave a thick residue on hard surfaces. The surest way to convert a smoking room into a nonsmoking room is to replace bedding, mattresses, carpeting, curtains, and the like. However, that can be expensive.

For a more economical approach, try these cleaning tips:

- ❖ Wash pillows and linens with a bleach solution.
- ❖ Steam clean mattresses.
- ❖ Dry clean curtains.
- ❖ Steam clean carpets and other upholstered items.
- ❖ Wipe down walls and other surfaces with a solution of water and mild detergent.
- ❖ You may need to repaint. Before repainting, prime the walls with an odor- and stain-blocking primer. Consider replacing any wallpaper—secondhand smoke often permeates the paper and wall glue.
- ❖ Rarely, it is necessary to replace porous materials such as sheetrock and pressed wood (cabinets, furniture, etc.). These materials can absorb secondhand smoke particles with prolonged exposure.



Exception

The ordinance allows *one exception* to the prohibition against smoking and vaping in hotels and motels.

Smoking and vaping is permitted in indoor and outdoor locations of hotels and motels during the time these areas are being used exclusively for private functions related to professional meetings and trade shows which are not open to the public that are produced or organized by tobacco or electronic smoking device businesses, such that the areas are under the control of the sponsor or organizer of the function and where the general public may not attend.



CITY OF NEW ORLEANS

New Orleans Health Department

Dial: 311 or (877) 286-6431 | Email: smokefree@nola.gov
nola.gov/smokefree

The Health Department is available to assist you in this process and answer any questions.

NO SMOKING OR VAPING



New Orleans City Code Chapter 66, Article II



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**If you see someone smoking, please notify the manager.
To report violations, visit nola.gov/smokefree or call 311.**